

Leuchie House Care Home Service

Leuchie House
North Berwick
EH39 5NT

Telephone: 01620 892864

Type of inspection:

Unannounced

Completed on:

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Service provided by:

Leuchie

Service provider number:

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Service no:

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About the service

Leuchie House is registered as a Care Home providing a short break and respite service. It is run by an independent charity, governed by a Board of Trustees. The service is set in extensive pleasant grounds just outside of North Berwick town in East Lothian.

Leuchie House can accommodate up to 18 guests. Currently, 12 bedrooms are for single use with three doubles which can be shared as wished. There is separate accommodation available for carers.

The staff team provides 24 hour specialist nursing care and in-house physiotherapy. This is supported by designated activity staff who offer a variety of services to guests through a full programme of outings and activities. Additionally, beauty and complementary therapies can be accessed.

Leuchie House describes themselves as a unique service and its aims are "to enhance the quality of life for those people affected by long-term physical disability by providing high quality respite in a non-clinical setting, with a dedicated team of professionals to support the needs of guests and carers."

What people told us

Before the inspection Care Satisfaction Questionnaires (CSQ) were sent.

30 were sent with 14 responses . 20 were sent to staff and 10 people responded.

All guests agreed or strongly agreed that they were overall happy with the quality of care and support in Leuchie House. They were satisfied that staff knew how to support them and treated them well and had enough time to meet their needs. Care plans told staff what they liked and they were confident that the service helped them to be as independent as possible. One commented, "Have been very impressed by their flexibility and concern to allow us to be as independent as possible. Can't praise highly enough".

During inspection, guests and their carers gave us positive responses which reflected the above. Guests always told us about the staff working in the service and one told us "I see staff engaging with people and they are extremely lovely. Special people do the job!" It was nice to hear from new guests and family members about the positive assessment process where they were given support by other agencies to 'try' a short break.

It was humbling to talk with guests who freely told us about the importance of the service in their life. One said that they felt 50% of the person they should be coming in but felt great going home and another told us about the significance of Leuchie House in helping them keep their family together.

One respondent who completed a CSQ said, "This sets the standard that all care organisations should strive to achieve...staff, location, facilities and activities are tailored to each individual's requirements...."

From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

How well do we support people's wellbeing?	6 - Excellent
How good is our leadership?	6 - Excellent

How good is our staffing?	6 - Excellent
How good is our setting?	5 - Very Good
How well is our care and support planned?	6 - Excellent

Further details on the particular areas inspected are provided at the end of this report.

How well do we support people's wellbeing?

6 - Excellent

We have assessed that Leuchie House is reaching an excellent level overall in response to the question 'How well do we support peoples' well being'. This means that the outcomes for people using the service are of an outstandingly high quality. We are confident that this level of performance can be maintained.

Guests experienced respectful and compassionate care at each stage of their interactions with the service. This included through the admission process where they were listened to and where they could express their wishes of what they wanted to achieve from their stay. Guests were fully involved in decisions about their care and support and told us that staff were led by their daily wishes and preferences when they did not want to join any activity but wished to relax in the service. It was important for guests to maintain their independence and to take risks in daily life and the culture in the service enabled this. Activity within and outwith gave individuals the opportunity to develop new skills, experience adventures, relax and to meet their aspirations.

Some guests benefitted from new relationships and gathered to enjoy social time in the evening. Some had formed life long friendships and the stays at Leuchie House helped them to maintain strong links with each other.

The local community was visited by many guests who enjoyed pampering at salons or eating out at local establishments. Alongside the local community and further afield, some guests were actively involved in fundraising for Leuchie House and this gave them a sense of belonging and achievement.

The range of healthcare assessments, risk assessments, access to in-house physiotherapy and reflexology was positive in determining peoples' needs and changes to care needs to make sure that guests benefitted from their stay. Good links had been made with professionals involved in the care of the guest when returning home and information was readily exchanged. Holistic care was an important part of the ethos of the service. Staff were aware of the value of technology and specialist equipment to enhance the daily life of some guests. The service had accessed specialist help to assist in the use of technology and it was part of the service's improvement plan to increase the use of this.

How good is our leadership?

6 - Excellent

We have assessed that Leuchie House is reaching an excellent level for the quality indicator 2.1 (Vision and values) in response to the question 'How good is our leadership'. This means that the outcomes for people using the service are of an outstandingly high quality. We are confident that this level of performance can be maintained.

There is a clear vision in Leuchie House that is inspiring and promotes equality and inclusion for all. Leaders are clear that they are seeking to achieve the best possible outcomes for guests. This is led by the wishes and needs of the individual.

Staff are aware of the vision of the service and provide person centred care encouraging independence and risk taking whilst respecting their wishes and preferences.

Leaders are visible in the service and their presence, with their guidance and direction, has been positive in Leuchie House. There has been a confident and supportive approach to steering the service through challenges where staff are open and willing to learn from where things did not go well.

It was evident that there was no hierarchical structure and that staff's roles and responsibilities all equally contribute to positive outcomes for guests.

The development/improvement plan (Caring Well Within Our Means) 2020/2021 reflected our quality indicator framework. It was evident that development/improvement was well thought out and had considered all aspects of the service. Improvements were not only considered in how guests experienced their stay and enhanced their daily life but also in how staff were valued and involved to make this happen.

How good is our staff team?

6 - Excellent

We have assessed that Leuchie House is reaching an excellent level for quality indicator 3.3 (Staffing levels are right and staff work well together) in response to the question 'How good is our staff team'. This means that the outcomes for people using the service are of an outstandingly high quality. We are confident that this level of performance can be maintained.

Leuchie House had embedded a dependency assessment tool which captured the needs of guests arriving at any given time. There were limits on the hours of dependency that they would accommodate to safely deliver care and manage risks.

The numbers and skill mix of staff are determined by prior assessment of needs before guests arrive for a short break. Crucially, assessment takes account of the complexity of guest's care and support needs and the skills and competencies of staff.

Staff of all disciplines were clear about their roles and worked together making sure that guests benefitted from a happy, warm and relaxed atmosphere.

Staff were motivated and had time to spend interacting, engaging and forming relationships with guests. This was important to guests who obviously appreciated this and highly praised staff.

Staff told us about how they enjoyed the two-week training event in January and how they had been part of discussions and learning to drive improvements in outcomes for people. This included discussion on how best they could be supported to carry out their role.

There continued to be a drive to invest in staff so that they knew how to manage care needs and wishes of guests. To support this a quality improvement post had been created which was a valuable asset to the service.

How good is our setting?**5 - Very Good**

We have assessed that Leuchie House is performing at a very good level overall for quality indicators 4.1 (People benefit from high quality facilities) and 4.2 (The setting promotes people's independence).

This means that there are major strengths in supporting positive outcomes for people and that there are few improvements needed.

Guests were afforded a warm, welcoming, comfortable environment which had spacious rooms, including communal areas, to meet their needs. All areas were clean, tidy and well maintained with no intrusive noise or odours.

Equipment logs were clear and showed that items were regularly checked meaning that items such as hoists were safe to use.

There had been significant investment in the environment to improve facilities, such as single rooms and modern upgraded wet shower rooms. This afforded people privacy. There were some double rooms available. We support the use of double rooms for people in relationships who choose to live/stay together and for those who particularly wish to share.

Leuchie House knew the needs of guests well and the type of equipment that would allow individuals to remain as independent as possible during their break. Arrangements were made where individuals needed to use specialist items, such as, electric wheelchairs or the use of assisted technology. It was lovely to see that an 'assistance dog' was welcomed to the service and this meant that the guest continued with their daily life.

Work was continuing to refurbish and upgrade the premises. Guest experiences and views and needs were taken into account to progress this.

How well is our care and support planned?**6 - Excellent**

We have assessed that Leuchie House is reaching an excellent level for quality indicator 5.1 (Assessment and care planning reflects people's needs and wishes' in response to the question 'How well is our care and support planned'. This means that the outcomes for people using the service are of an outstandingly high quality. We are confident that this level of performance can be maintained.

Electronic care planning had been introduced in the service and staff found that this was a positive addition and allowed them ready access to information and to input any interaction with guests.

Due to the nature of the service provided at Leuchie House, with guests arriving for short breaks, comprehensive details of the individual's needs and/or changes to their condition were sought prior to arrival. This was confirmed by guests and new arrivals who were confident that they were listened to and could also contact the service at any time for further clarity and discussion.

Risk assessments and supporting independence were key aspects of planning care. Associated documents took account of guests' aspirations and wishes for what they wished to achieve during their stay. Guests were enabled rather than restricted in their actions and activity.

Systems were in place for guests to give views on their stay and if this had met their expectations. Where issues were raised that could have been better, the service responded to these and took actions to rectify. There was a

willingness to continually learn from feedback. Information was updated in care plans so that the experiences of guests could improve at their next stay.

What the service has done to meet any areas for improvement we made at or since the last inspection

Areas for improvement

Previous area for improvement 1

The provider should devise and implement care plans following assessment of needs which take account of care needs, preferences and wishes.

This ensures care and support is consistent with the Health and Social Care Standards which state " My future care and support needs are anticipated as part of my assessment." (HSCS 1.14), "My personal plan is right for me because it sets out how my needs will be met, as well as my wishes and choices." (HSCS 1.15) and "I experience high quality care and support because people have the necessary information and resources." (HSCS 4.27).

This area for improvement was made on 30 January 2019.

Action taken since then

This area for improvement was met. Further details can be seen under the question 'How well is our care planned?'

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Detailed evaluations

How well do we support people's wellbeing?	6 - Excellent
1.1 People experience compassion, dignity and respect	6 - Excellent
1.2 People get the most out of life	6 - Excellent
1.3 People's health benefits from their care and support	6 - Excellent

How good is our leadership?	6 - Excellent
2.1 Vision and values positively inform practice	6 - Excellent
How good is our staff team?	6 - Excellent
3.3 Staffing levels and mix meet people's needs, with staff working well together	6 - Excellent
How good is our setting?	5 - Very Good
4.1 People experience high quality facilities	5 - Very Good
4.2 The setting promotes and enables people's independence	6 - Excellent
How well is our care and support planned?	6 - Excellent
5.1 Assessment and care planning reflects people's planning needs and wishes	6 - Excellent

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